



Terms & Conditions

1. Introduction

These Terms & Conditions govern the provision of services by SlashGrow ("I," "me," "my"), a sole trader business operated by Joseph Robinson, to my clients ("you," "your"). By engaging my services, you agree to these terms.

2. Services Provided

SlashGrow offers web development, branding/logo design, and 3D visualization services. Detailed information about these services can be found on my website and in project-specific proposals.

3. Payment Terms

Deposit Structure:

- Projects under £1,000: 30% deposit.
- Projects between £1,000 - £3,000: 40% deposit.
- Projects over £3,000: 50% deposit.

Final Payment: The remaining balance is due upon completion and before the delivery of the final deliverables.

Hosting Costs: The first year of standard hosting is included in your project cost. This covers typical usage for most small to medium-sized websites. After the first year, you'll continue to be responsible for ongoing hosting costs, which I'll discuss with you well in advance of any renewal.

4. Revisions and Redrafts

Branding/Logo Design: One round of revisions is included.

Web Design: One round of revisions is included after wireframe approval.

3D Visualization: Revisions will be handled as agreed upon during the project scope discussion.

Additional Revisions: Any additional revisions beyond the agreed-upon rounds may be subject to additional charges, which we'll discuss beforehand.

5. Intellectual Property and Portfolio Rights

Ownership: Upon full payment, all intellectual property rights in the deliverables are transferred to you.

Portfolio Rights: By engaging my services, you grant me the right to:

- a) Display the work created for you in my portfolio (online and offline).
- b) Mention your business name as a client in my project listings.

Marketing Limitations: While I may include your project in my portfolio, I will not use your specific content or designs in my general marketing materials without explicit permission.

6. Website Hosting and Maintenance

Hosting: Your website will be hosted on a reliable, industry-standard platform. The first year of hosting is included in your project cost.

Included Hosting: The included hosting covers standard usage for most small to medium-sized websites. This typically includes sufficient bandwidth and resources for normal business operations.

Usage: In the rare event that your website exceeds standard usage limits, I'll notify you promptly. We can then discuss options to optimize your site or adjust the hosting plan if needed.

Subsequent Years: After the first year, you'll continue to be responsible for hosting costs. I'll provide you with details of these costs well in advance of any renewal date.

Ongoing Support: After project completion, I offer ongoing support to ensure a long-term partnership. Minor changes, such as small text updates or updates or minor tweaks, will be handled at no additional cost.

Significant Changes: For more substantial changes or new features, we'll discuss the scope and any associated costs before proceeding.

7. Project Management and Communication

Project Management Platform: I use Notion as a project management and communication tool. You will be provided access to a shared Notion workspace for your project.

Client Responsibilities: You agree to engage with the Notion workspace as needed for project communication, file sharing, and task completion. This includes:

- Completing onboarding tasks
- Filling out questionnaires
- Reviewing and providing feedback on project materials
- Uploading necessary files (e.g., signed contracts)

Access: You will be granted access to the Notion workspace via your email address. This access will be maintained for the duration of the project and for 12 months after project completion.

Data Retention: Your project data in Notion will be retained for 12 months after project completion. If our partnership continues beyond this period, data retention will be extended accordingly.

8. Project Delays or Cancellations

In the event of significant project delays caused by the client, or if a project is cancelled, I reserve the right to retain the deposit to cover work already completed and time allocated to the project.

9. Dispute Resolution

Informal Handling: I prefer to resolve any disputes informally. If you're unhappy with my services, please contact me directly. I'm committed to finding a fair resolution for both parties.

10. Professional Indemnity Insurance

Insurance: I have Professional Indemnity Insurance in place to protect both you and me in the unlikely event of errors or omissions in my work.

11. Electronic Signatures

I may use DocuSign for electronic signatures on contracts and invoices. By agreeing to these terms, you consent to the use of electronic signatures, which are legally binding.

12. Governing Law

These terms are governed by the laws of England and Wales, and any disputes will be resolved under the jurisdiction of the English courts.

Last updated: September 10, 2024